

Professional and Managerial Branch
Development Services Group
Arbiter Series

OMBUDSMAN

8/05 (AIS)

General Purpose

Under direction, expedite the permitting and public hearing process for assigned cases and investigate and resolve complaints or disputes to ensure the effective and efficient operation of development and construction.

Typical Duties

Expedite and coordinate efforts of department section and outside agencies to accomplish permitting of assigned cases efficiently. Involves: Collaborate with individuals from department and outside agencies to provide rulings and interpretations on municipal and building code issues. Work with department personnel to accomplish zoning, plan review and inspection work within time limits.

Receive and resolve complaints from residents, businesses and other organizations concerning department procedures, regulations, policies or service quality issues. Involves: Review and process assigned cases. Meet with complainants to ascertain area of concern. Interpret and explain building codes and rules and regulations to contractors and the public. Research and analyze necessary codes, policies and procedures to formulate responses. Confer with supervisor to obtain guidance, as necessary. Mediate resolution between complainant and department and recommend appropriate action. Recommend amendments, modifications, and clarification of departmental procedures, regulations, and policies to supervisor. Refer difficult or unprecedented cases that may necessitate deviation from general policies to supervisor for guidance or disposition. Track outcome of complainant cases.

Analyze departmental operating procedures to devise efficient and effective methods of accomplishing work and improving customer service. Involves: Plan study of work problems and procedures such as organizational change, communications, information flow or cost analysis. Gather and organize information on problems or procedures including composing and conducting written and phone surveys. Analyze data gathered using statistical methods. Develop solutions and alternate methods of proceeding, organizing and documenting findings of study and preparing recommendations for implementation of new systems, procedures or organizational changes. Monitor effectiveness of improvements to ensure functional or project systems are applied and functioning as designed.

Perform professional and incidental duties as required. Involves: Act as liaison to economic development, business and citizen groups to provide information on the planning, permitting and inspection process. Substitute, if assigned, for immediate supervisor during temporary absences by performing delegated duties and responsibilities sufficient to maintain continuity of normal operations and similarly performing any duties of subordinates or coworkers, if required.

Knowledge, Skills and Abilities

- Considerable knowledge of administrative practices, theories and methods.
- Considerable knowledge of municipal code, zoning and building codes.
- Good knowledge of practices and techniques of research and investigation, grievance or conflict resolution and statistical analysis.
- Some knowledge of public works operations and services.
- Ability to read, analyze and interpret city ordinances, regulations and policies.
- Ability to make decisions by applying principles of logic and analysis to practical problems.
- Ability to establish and maintain effective working relationships with fellow employees, officials and general public including dealing courteously with irate people.
- Ability to communicate clearly and concisely, orally and in writing to tactfully and impartially facilitate and resolve conflicting viewpoints, prepare and make presentation on technical subject matter.
- Ability to maintain records and prepare reports.
- Skill in safe operation and care of personal computers or network workstation, and generic business productivity software.

Other Job Characteristics

- Frequent driving through City traffic.
- Occasional moving over uneven terrain, climbing ladders, and conducting inspections outdoors in extreme weather conditions.
- Work extended hours and weekends.

Minimum Qualifications

Education and Experience: Equivalent to an accredited college or university with a Bachelor's Degree in Business or Public Administration, Planning, or related field, plus five (5) years professional level experience in customer relations, or complaint investigation and resolution either of which involved technical interpretation of planning, building or zoning codes.

Licenses and Certificates: Valid Texas Class "C" driver's license or equivalent from another state.

Human Resources Director

Department Head

OFFICIAL